

Summer 2016

@YOUR SERVICE

TidBytes offers tips for using Office 365 wherever you are

The new Inside Michigan does more than keep you informed. It also provides access to Microsoft Office 365. Wherever you are, you aren't far from important files or your Office software. You can check email and your calendar as well as locate documents, software and team rooms. It's the ultimate digital workspace – one you can access using Inside Michigan on your computer, smart phone or tablet.

Inside Michigan is also home to TidBytes, a regular feature that helps you take advantage of this digital resource. The feature is written by Eunice Link, DTMB's web administrator.



"I've spent some time exploring the new Office 365," Link said. "I'm using TidBytes to share what I've learned."

Her instructions help you navigate the Office suite and take advantage of its many capabilities.

To locate TidBytes, press the *All News* button on the front page of Inside Michigan. You'll find TidBytes and other interesting articles in the news archive.

Link also has started Sound Bytes, a discussion board that readers can use to post questions and comments and learn more about their new digital workspace.



Caleb Buhs at the Inside Michigan launch

Inside Michigan: A digital workspace – and more

When the new Inside Michigan launched in the spring, employees were introduced to a direct connection to the technology, purchasing, telephone and facilities resources they need to do their jobs.

"The new Inside Michigan offers easy access to the DTMB services state employees use to assist nearly 10 million Michiganders," said Caleb Buhs, DTMB communications director.

Beyond that, he said, the portal supports modern and mobile workers, offering access from smart phones, tablets and laptops – any device connected to the Internet – without using VPN.

It also serves as a digital workspace, allowing employees to access documents and Microsoft Office 365. For example, users can open a Word or PowerPoint document remotely, make changes and share it with a colleague, quickly and easily.

But these are just the first steps, said Nicole Schrauben, who led the site's project team. The platform has a degree of artificial intelligence, she said, that can customize Inside Michigan for the individual user.

For example, the site's opening splash page features information about the visitor's own department. As agencies migrate their portals to the 2013 Sharepoint platform, the intranet tools employees use every day will be easier to access. Over time, the page will be tailored to the reader's needs and interests.

"It's going to get to know you," Schrauben said.

Inside Michigan is a work in progress. New features and content are being added regularly. It's a good idea to visit daily or set it as your browser's home page. To see the new and improved portal, visit inside.michigan.gov.





A job for all seasons

When you arrive at your job, you expect to work in comfortable, clean and safe surroundings, a place where sidewalks are cleared in winter and lawns are mowed in summer.

Whatever the season, Building Operations ensures employees in DTMB-managed buildings receive these services and more. To prepare for warm weather, workers switched HVAC systems from heating to cooling. They turned on the Capitol Mall fountain and shifted their outdoor routine from removing snow to planting, pruning and plucking the landscape.

Grounds staff maintain the outward appearance of 40 state buildings, including 175 acres of lawn, 104 acres of parking lots and 15 miles of sidewalks. Grounds supervisor Chris Rankin explains how this spring clean-up is not your average backyard operation.

"In spring, we repair damage from the winter months that plows and other equipment cause and then jump right in to spring cleanup," he said. "This includes picking up trash, repairing sign posts, mowing, mulching, landscaping, pruning and planting. Basically, everything you would do at home – just on a larger scale."

A larger scale, indeed. In spring, the crew installed 300 yards of mulch and planted 30,000 flowers. They added 10 temporary workers to the 15-member team.

And while there is still plenty of summer ahead, Building Operations will be ready for cold-weather operations – whenever cold weather returns. Whatever it takes to keep customers comfortable all year long.

App Catalog offers software employees can download

A new online software center connects state of Michigan employees to applications they can download to work computers themselves, even if they don't have administrative rights to the device.

"This catalog makes it easy

ware. A browser section contains links to Firefox and Chrome. BaseCamp, which is in the reference section, can help plan and map trips. There are apps to connect to servers, compress files, edit photos, hold online meetings – even format

of at the bottom of the window. Another click on the Install button and the downloading process begins.

Eventually, the catalog may offer as many as a thousand applications, said Joshua Binney, a programmer/analyst who has been building the site.

The catalog doesn't contain licensed software such as the Microsoft Office suite, the state pays for. Employees who need licensed software should contact the Client Service Center.

So if you'd like to create a graphic to enhance a report or restore your VPN software, a online visit to the [software center](#) and a few clicks are enough to get started.



Joshua Binney



Nick Nelson

for people to get what they need when they want it," said Nick Nelson, the Delivery Services manager who is spearheading the project.

Some applications are familiar, such as the DCDS timekeeping soft-

mailing labels. There are more than 75, and all are free.

Employees can navigate the application catalog using the links at the left of the screen. A click on the software's name opens a short description



Help. Connect. Solve.

Videos spotlight DTMB services

Some say a picture is worth a thousand words. But a video? We think that's an even better way to show you some of our key operations and tell you about our innovative approach to customer service.

DTMB recently produced a series of videos, one for each of our three areas of customer focus – help, connect and solve. They feature some of our high-demand business services: printing, mailing, purchasing, public safety

communications, IT application development and facility management. These are just some of the dozens of services available to customers.

“DTMB takes care of the backroom responsibilities,” said David Behen, DTMB director. “Our team is responsible for supporting each state department, providing the technology, facilities, vehicles and goods agencies need to carry out their own missions and serve their customers.”



The “Help” Video: <https://youtu.be/JBh3EJZszwU>

It's a big job and a big responsibility, but the department's 2,700 employees are available to make it happen.

“We play a huge part in making state government go,” Behen said.

In this issue of @ Your Service, we're providing a link to our “Help” video. If you'd like to see “Connect” and “Solve” too, view our compiled video on [DTMB's intranet site](#).

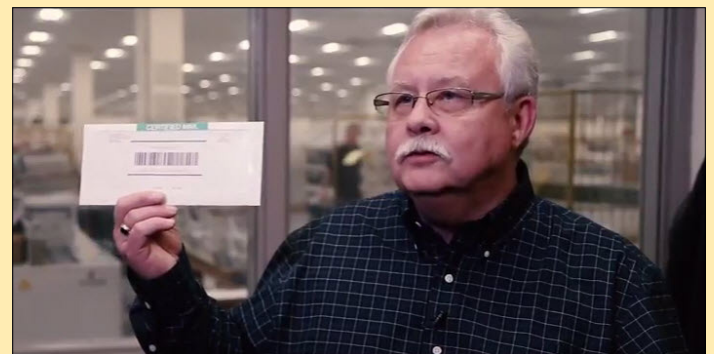
Automated process saves \$1.4 million in mail costs

When the Department of Treasury needed to send 230,000 certified-mail pieces fast, it turned to the Print and Mail Management team for help. After assessing their customers' needs, the DTMB consultants designed a bar-coded mailer and developed digital reports, replacing a labor-intensive and time-consuming process with a responsive automated system.

Their work also yielded

\$1.4 million in savings for Treasury.

The initial mailing list included 230,000 recipients who had overdue payments to the state. The department invested about \$25,000 in project development costs but saved more than a million dollars over the conventional method. The mailing also generated nearly double the responses Treasury expected.



Thomas Goodine displays the mailer that saved the Department of Treasury \$1.4 million in mailing costs.

“This partnership generated a process that we can provide to other agencies as well,” said Kristen Hampton, director of print and mail services.

In April, the U.S. Postal Service presented its Mail Innovation Award to DTMB, recognizing the success of the automated process.

Guide outlines how state employees ‘do business’

DTMB’s [Service Catalog](#) is an online directory of the department’s business services. Customers can find entries on everything from obtaining help in a medical emergency to locating skilled testing resources for software.

One catalogue offering – the [State Administrative Guide](#) – lists the policies and procedures state employees use to conduct business. For example, if you want information about reimbursement for using your vehicle on state business, you’ll find it in the Ad Guide’s policy governing use of private vehicles. Do you wonder if there are rules to follow in managing your office records? The guide outlines agency responsibilities as well as the procedures used by Records Management Services.



Patty Rokely

Patty Rokely, the DTMB specialist charged with tracking policies, keeps the Ad Guide up to date.

“The original guide pulled together procedures, directives and requirements from many places,” Rokely said. “The online guide makes it easy to find these important resources – all in one place.”

Hmm – the Ad Guide looks *different*

If you’re a regular user of the State Administrative Guide, you may soon see some slight differences. That’s because we’re making changes to ensure it meets an advanced level of accessibility required by the Americans with Disabilities Act.

You may see larger fonts and a slightly different

layout to accommodate assistive technology, but the information remains the same. Watch for changes to other materials as well, such as the state’s IT technical policies, standards and procedures. These changes ensure that our documents are available to all users, regardless of their needs.



Participants in an [@ Your Service](#) tour of the Lewis Cass Building get a behind-the-scenes – and top-of-the-roof – look at what it takes to keep a facility running smoothly.

@ Your Service events bring DTMB to you

Over the last year, DTMB staff have been [@ Your Service](#), hitting the road and setting up shop in a building lobby near you.

During some of these visits, help desk and field services staff answered technology questions and made quick repairs of laptops and tablets. Retirement Services agents shared helpful information with employee customers, and building managers took employee tenants behind the scenes, introducing them to the nooks and crannies that house the air, heating and cooling systems that make buildings comfortable as well as the building roofs and their spectacular views of Lansing.

And at each [@ Your Service](#) event, state employees had ready access to DTMB service providers and were able to get help and information just a few feet from their desks.

“Participants were able to get answers to their questions and see all the work that goes into making a facility run smoothly,” said Kerri Droste of State Facilities Administration. “They seemed to appreciate the opportunity for face-to-face contact.”

DTMB staff are preparing for other on-site visits that will be scheduled in the fall. Look for opportunities to meet with other representatives who provide the vital administrative and technology services you need to do your job and serve Michigan residents.